

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Interim Guidelines August 2000**  
**VERIZON Massachusetts**

**LEGEND**

\* = NY/NE Combined Measurement  
 \*\* = NE Measurement  
 & = Resale/UNE Combined Measurement  
 UD = Performance metric is under development  
 NA = No Activity  
 TBD = Performance standard is to be determined  
 I/C/W MRAs = Parity to be assessed in conjunction with missed appointments  
 1-9=5, 10+=Negotiated = 1-9 Loops, 5 days  
 10+ Loops, Negotiated  
 95% Completed Within  
 Window = Standard for Cut-Over Window  
     1 to 9 lines: 1 hour  
     10 to 49 lines: 2 hours  
     50 to 99 lines: 3 hours  
     100 to 199 lines: 4 hours  
     200 plus lines: 8 hours  
 EEL = 1-9 Loops, 15 days  
     10+, Negotiated  
     No Facilities, ECCD+15 Days  
     Disconnects, 2 Days  
 IOF = Facilities Check, 72 Hours  
     Facilities Available (Quantity 1-8), 15 Days  
     Facilities Available (Quantity > 8), Negotiated  
     Facilities not available, Negotiated  
 Jeopardy = 100% at least 24 hours before due date with facilities  
     100% at least 48 hours before due date without facilities

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts September 2000**

**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING**

Metric #	PRE-ORDERING	Standard	Vz	Actual Performance	CLEC	Difference	Observations
PO-1 - Response Time OSS Ordering Interface							
PO-1-01	Customer Service Record - EDI	Parity plus < 4 Seconds	1.35	2.12	0.77		
PO-1-01	Customer Service Record - CORBA	Parity plus < 4 Seconds	1.35	1.11	-0.24		
PO-1-02	Due Date Availability - EDI	Parity plus < 4 Seconds	0.15	1.91	1.76		
PO-1-02	Due Date Availability - CORBA	Parity plus < 4 Seconds	0.15	0.92	0.76		
PO-1-03	Address Validation - EDI	Parity plus < 4 Seconds	4.31	2.96	-1.35		
PO-1-03	Address Validation - CORBA	Parity plus < 4 Seconds	4.31	1.92	-2.39		
PO-1-04	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.38	2.70	2.32		
PO-1-04	Product & Service Availability - CORBA	Parity plus < 4 Seconds	0.38	19.51	19.13		
PO-1-05	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	5.17	4.24	-0.93		
PO-1-05	Telephone Number Availability & Reservation - CORBA	Parity plus < 4 Seconds	5.17	3.01	-2.17		
PO-1-06	Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds	3.45	2.76	-0.69		
PO-1-06	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds	3.45	2.10	-1.35		
PO-1-07	Rejected Query - EDI	Parity plus < 4 Seconds	0.06	2.84	2.79		
PO-1-07	Rejected Query - CORBA	Parity plus < 4 Seconds	0.06	1.09	1.04		
PO-1-08	% Timeouts - EDI	not > 33%		0.19			
PO-1-08	% Timeouts - CORBA	not > 33%		0.74			
PO-1-09	Parsed CSR - EDI	Parity plus < 10 Seconds	1.35	4.52	3.18		
PO-1-09	Parsed CSR - CORBA	Parity plus < 10 Seconds	1.35	2.34	0.99		
PO-1-10	Parsed CSR - CLEC Total - EDI	TBD		5.59			
PO-1-10	Parsed CSR - CLEC Total - CORBA	TBD		UD			
PO-2 - OSS Interface Availability*							
PO-2-01	OSS Interf. Avail. - Total - EDI	24 hours x 7 days		100.00			129600
PO-2-01	OSS Interf. Avail. - Total - CORBA	24 hours x 7 days		99.93			86400
PO-2-01	OSS Interf. Avail. - Total - Maint. Web GUI (RETAS)	24 hours x 7 days		99.66			86400
PO-2-01	OSS Interf. Avail. - Total - Pre-order/Order WEB GUI	24 hours x 7 days		99.66			86400
PO-2-01	OSS Interf. Avail. - Total - Electronic Bonding	24 hours x 7 days		95.69			97200
PO-2-02	OSS Interf. Avail. - Prime Time - EDI	>=99.5%		100.00			81000
PO-2-02	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%		100.00			54000
PO-2-02	OSS Interf. Avail. - Prime Time - Maint. Web GUI (RETAS)	>=99.5%		99.61			54000
PO-2-02	OSS Interf. Avail. - Prime Time - Pre-order/Order WEB GUI	>=99.5%		99.61			54000
PO-2-02	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%		96.00			81000
PO-2-03	OSS Interf. Avail. - Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All Day Sunday & Holidays		99.99			48600
PO-2-03	OSS Interf. Avail. - Non-Prime - CORBA			99.81			32400
PO-2-03	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)			99.74			32400
PO-2-03	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI			99.74			32400
PO-2-03	OSS Interf. Avail. - Non-Prime - Electronic Bonding			95.19			16200
PO-5 - Average Notification of Interface Outage							
PO-5-01	Average Notice of Interface Outage*	<20 minutes		24.00			3
PO-6 - Software Validation							
PO-6-01	Software Validation	<= 5%		NA			
PO-7 - Software Problem Resolution Timeliness							
PO-7-01	% Software Problem Res. Timeliness	>=95%		UD			
PO-7-02	Delay Hrs. - S/W Res. - Change - Actions Failed, No Workaround	48 hours		UD			
PO-7-03	Delay Hrs. - S/W Res. - Change - Actions Failed, With Workaround	10 days		UD			
PO-7-04	Delay Hrs. - Failed/Rejected Test Deck - Actions Failed, No W/A	48 hours		NA			
PO-8 - Manual Loop Qualification							
PO-8-01	Average Response Time - Manual Loop Qualification	95% within 48 Hours		UD			
PO-8-02	Average Response Time - Engineering Record Request	95% within 72 Hours		UD			
Change Notification*							
PO-4 - Timeliness of Change Management Notice							
PO-4-01	% Notices Sent on Time - Emergency Maint.	>= 95% and no delayed notices and documentation over 6 days		100			3
PO-4-01	% Notices Sent on Time - Regulatory			NA			
PO-4-01	% Notices Sent on Time - Industry Standard			NA			
PO-4-01	% Notices Sent on Time - Verizon Orig.			NA			
PO-4-01	% Notices Sent on Time - CLEC Orig.			NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	If Period not set, default to Ind. Std. Time		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	>=66 days		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	>=66 days		NA			
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig.	>=66 days		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	>=66 days		NA			
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - CLEC Orig.	>=66 days		NA			
continued							

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts September 2000**

**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING continued**

Change Confirmation				
Metric #		Standard	CLEC Perf	CLEC Obs
PO-4 - Timeliness of Change Management Notice				
PO-4-01	% Notices Sent on Time - Regulatory	> = 95% and no delayed notices and documentation over 8 days	100	2
PO-4-01	% Notices Sent on Time - Ind. Std.		NA	
PO-4-01	% Notices Sent on Time - Verizon Orig.		NA	
PO-4-01	% Notices Sent on Time - CLEC Orig.		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Regulatory		NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	If Period not set, default to Ind. Std. Time	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - Verizon Orig.	>=45 days	NA	
PO-4-02	Change Mgmt. Notice - Delay 1-7 Days - CLEC Orig.	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Regulatory		NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	If Period not set, default to Ind. Std. Time	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - Verizon Orig.	>=45 days	NA	
PO-4-03	Change Mgmt. Notice - Delay 8+ Days - CLEC Orig.	>=45 days	NA	
OPERATOR SERVICES & DATABASES				
MR-1 - Response Time OSS Maintenance Interface				
MR-1-01	Create Trouble	Parity plus < 4 Seconds	Actual Performance	
MR-1-02	Status Trouble	Parity plus < 4 Seconds	Vz CLEC Difference	
MR-1-03	Modify Trouble	Parity plus < 4 Seconds	6.01 5.66 -0.35	1410
MR-1-04	Request Cancellation of Trouble	Parity plus < 4 Seconds	4.10 2.34 -1.76	44
MR-1-05	Trouble Report History (by TN/Circuit)	Parity plus < 4 Seconds	6.01 5.00 -1.01	6
MR-1-06	Test Trouble (POTS Only)	Parity plus < 4 Seconds	7.24 7.52 0.28	23
		Parity plus < 4 Seconds	0.69 0.86 0.17	412
		Parity plus < 4 Seconds	56.62 46.68 -9.94	2996
BILLING				
BI-1 - Timeliness of Daily Usage Feed				
BI-1-01	% DUF in 3 Business Days	95% in 4 Business Days	99.28	35662678
BI-1-02	% DUF in 4 Business Days		99.64	
BI-1-03	% DUF in 5 Business Days		99.71	
BI-1-04	% DUF in 6 Business Days		99.76	
BI-2 - Timeliness of Carrier Bill				
BI-2-01	Timeliness of Carrier Bill**	98% in 10 Business Days	100.00	150
BI-3 - Billing Accuracy				
BI-3-01	% Billing Adjustments - Dollars Adjusted	TBD	1.04 0.64	26891094
BI-3-02	% Billing Adjustments - Number of Adjustments	TBD	0.48 0.04	129266
OPERATOR SERVICES & DATABASES				
OD-1 - Operator Services - Speed of Answer				
OD-1-01	Average Speed of Answer - Operator Services - NE OSC	Parity with VZ Retail	2.8 0.3	51555
OD-1-02	Average Speed of Answer - Directory Assistance - NE OSC	Parity with VZ Retail	3.0 2.3	703336
Legend Notations defined on Legend sheet - last page				

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts September 2000**

**CLEC Aggregate Performance**  
**ORDERING - RESALE POTS / SPECIAL SERVICES**

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3 - Contact Center Availability				
PO-3-01	Average Speed of Answering – Ordering** (secs)	80% within 30 Seconds	8.66	
PO-3-02	% Answered within 30 Seconds – Ordering**		91.01	9140
PO-3-03	Average Speed of Answering – Repair (secs)		12.80	
PO-3-04	% Answered within 30 Seconds – Repair		91.28	132213
OR-1 - Order Confirmation Timeliness				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow Through)	95% within 2 Hours	0.03	
OR-1-02	% On Time LSRC – Flow Through		99.89	5487
OR-1-03	Average LSRC Time < 10 Lines		11.40	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	97.45	5733
OR-1-05	Average LSRC Time >= 10 Lines		24.87	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	99.28	140
OR-2 - Reject Timeliness				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow Through)	95% within 2 Hours	0.01	
OR-2-02	% On Time LSR Reject – Flow Through		99.98	2987
OR-2-03	Average LSR Reject Time < 10 Lines		11.04	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	94.73	2469
OR-2-05	Average LSR Reject Time >= 10 Lines		10.28	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	7
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines	95% within 72 Hours	19.31	
OR-1-04	% On Time LSRC < 10 Lines		94.64	56
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification				
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 72 Hours	14.37	
OR-2-04	% On Time LSR Reject < 10 Lines		98.96	97
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
OR-1 - Order Confirmation Timeliness				
OR-1-03	Average LSRC Time < 10 Lines	95% within 72 Hours	0.00	
OR-1-04	% On Time LSRC < 10 Lines		NA	
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
OR-2 - Reject Timeliness - Requiring Loop Qualification				
OR-2-03	Average LSR Reject Time < 10 Lines	95% within 72 Hours	0.00	
OR-2-04	% On Time LSR Reject < 10 Lines		NA	
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
OR-3 - Percent Rejects				
OR-3-01	% Rejects	No Standard	43.89	14409
OR-4 - Timeliness of Completion Notification				
OR-4-01	Completion Notice – Average Response Time	95% by next bus. day at noon	0.06	
OR-4-02	Completion Notice – % On Time		99.04	9865
OR-4-03	% Orders Excluded from % On Time Measurement		UD	
OR-4-04	Work Completion Notice – Average Response Time	95% by next bus. day at noon	0.00	
OR-4-05	Work Completion Notice – % On Time		100.00	9667
OR-4-06	Average Duration - Work Completion (SOP) to Bill Completion		UD	
OR-4-07	% SOP to Bill Completion >= 5 Business Days	Parity with Retail	1.56	9665
OR-4-08	% SOP to Bill Completion >= 1 Business Day	Parity with Retail	13.99	9665
OR-5 - Percent Flow-Through				
OR-5-01	% Flow Through - Total	No Standard Developed	47.14	12280
OR-5-02	% Flow Through - Simple	No Standard Developed	48.30	11360
OR-5-03	% Flow Through Achieved	95%	UD	
OR-6 - Order Accuracy				
OR-6-01	% Accuracy - Orders**	95% Orders without Errors	82.74	336
OR-6-02	% Accuracy - Opportunities**	95% Orders without Errors	97.80	7370
OR-6-03	% Accuracy – LSRC**	95% Orders without Errors	96.92	389

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**CLEC Aggregate Performance**  
**ORDERING - RESALE POTS / SPECIAL SERVICES**

**Special Services - Electronically Submitted**

OR-1-03  
 OR-1-03  
 OR-1-03  
 OR-1-03  
 OR-1-04  
 OR-1-04  
 OR-1-04  
 OR-1-05  
 OR-1-05  
 OR-1-05  
 OR-1-05  
 OR-1-06  
 OR-1-06  
 OR-1-06

**OR-1 - Order Confirmation Timeliness**

Average LSRC Time < 10 Lines DS0  
 Average LSRC Time < 10 Lines DS1  
 Average LSRC Time < 10 Lines DS3  
 Average LSRC Time < 10 Lines (Non DS0, DS1, & DS3)  
 % On Time LSRC < 10 Lines DS0  
 % On Time LSRC < 10 Lines DS1  
 % On Time LSRC < 10 Lines DS3  
 % On Time LSRC < 10 Lines (Non DS0, DS1, & DS3)  
 Average LSRC Time >= 10 Lines DS0  
 Average LSRC Time >= 10 Lines DS1  
 Average LSRC Time >= 10 Lines DS3  
 Average LSRC Time >= 10 Lines (Non DS0, DS1, & DS3)  
 % On Time LSRC >= 10 Lines DS0  
 % On Time LSRC >= 10 Lines DS1  
 % On Time LSRC >= 10 Lines DS3  
 % On Time LSRC >= 10 Lines (Non DS0, DS1, & DS3)

95% within 48 Hours  
 95% within 48 Hours  
 95% within 48 Hours

NA	
NA	
NA	
22.22	
NA	
NA	
NA	
98.50	534
NA	
NA	
NA	
106.77	
NA	
NA	
NA	
88.88	27

OR-2-03  
 OR-2-04  
 OR-2-05  
 OR-2-06

**OR-2 - Reject Timeliness**

Average LSR Reject Time < 10 Lines  
 % On Time LSR Reject < 10 Lines  
 Average LSR Reject Time >= 10 Lines  
 % On Time LSR Reject >= 10 Lines

95% within 48 Hours  
 95% within 72 Hours

11.61	
99.66	590
22.15	
100.00	4

Legend Notations defined on Legend sheet - last page

## Carrier to Carrier

Performance Standards and Reports  
Verizon Massachusetts September 2000CLEC Aggregate Performance  
PROVISIONING - RESALE POTS / SPECIAL SERVICES

Metric #		Standard		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
				Vz	CLEC Aggregate	Vz	All CLECs			
POTS - Provisioning - Total										
PR-1 - Average Interval Offered										
PR-1-04	Average Interval Offered - Dispatch (6-9 Lines)	Parity with Retail		10.06	9.51	252	39	11.33	1.95	0.28
PR-1-05	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with Retail		10.44	8.82	134	28	9.79	2.03	0.80
PR-2 - Average Completed Interval										
PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)	Parity with Retail		10.23	7.19	212	31	8.91	1.71	1.77
PR-2-05	Average Interval Completed - Dispatch (>= 10 Lines)	Parity with Retail		12.42	9.61	100	23	9.98	2.31	1.22
PR-3 - Completed within Specified Days										
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail		78.26	45.94	157096	2190		0.89	-36.42
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with Retail		86.85	63.42	157096	2190		0.73	-31.74
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with Retail		89.13	74.16	157096	2190		0.67	-22.35
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with Retail		4.68	1.38	19541	579		0.89	-3.71
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with Retail		8.41	3.63	19541	579		1.17	-4.08
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail		12.95	10.71	19541	579		1.42	-1.58
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Parity with Retail		83.86	68.94	176637	2769		0.70	-21.18
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with Retail		94.43	86.53	157096	2190		0.49	-16.01
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail		48.00	53.71	19541	579		2.11	2.71
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	Parity with Retail		92.16	86.13	176637	2769		0.51	-11.71
PR-4 - Missed Appointments										
PR-4-02	Average Delay Days - Total	Parity with Retail		4.64	9.05	3839	79	8.84	0.78	-5.67
PR-4-03	% Missed Appointment - Customer	None: Analysis Only		1.79	1.62					
PR-4-04	% Missed Appointment - Verizon - Dispatch	Parity with Retail		8.70	6.04	41113	1026		0.89	2.99
PR-4-05	% Missed Appointment - Verizon - No Dispatch	Parity with Retail		0.11	0.20	240574	8409		0.04	-2.45
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only			0.01		9435			
PR-5 - Facility Missed Orders										
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with Retail		0.57	0.33	281687	9435		0.08	3.05
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail		0.05	0.02	281687	9435		0.02	1.28
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail		0.01	0.01	281687	9435		0.01	0
PR-6 - Installation Quality										
PR-6-01	% Installation Troubles reported within 30 Days	Parity with Retail		3.61	2.15	272053	21806		0.13	11.12
PR-6-02	% Installation Troubles reported within 7 Days	Parity with Retail		2.39	1.17	272053	21806		0.11	11.35
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only		2.78	1.31	272053	21806		0.12	12.69
POTS - Business										
PR-1 - Average Interval Offered										
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with Retail		1.81	3.71	20390	2421	5.57	0.12	-15.87
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail		7.88	7.02	1709	500	9.42	0.48	1.80
PR-2 - Average Completed Interval										
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with Retail		1.37	2.55	18840	2060	3.28	0.08	-15.50
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail		8.82	6.60	1448	434	8.97	0.49	4.52
POTS - Residence										
PR-1 - Average Interval Offered										
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with Retail		1.17	4.95	190461	1410	4.17	0.11	-33.91
PR-1-03	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail		6.67	7.69	20475	207	8.20	0.57	-1.78
PR-2 - Average Completed Interval										
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with Retail		0.99	2.62	183574	1279	3.15	0.09	-18.44
PR-2-03	Average Interval Completed - Dispatch (1-5 Lines)	Parity with Retail		7.32	7.67	18093	145	6.43	0.54	-0.65
POTS - Complex Aggregate										
PR-1 - Average Interval Offered										
PR-1-10	Average Interval Offered - Disconnects - No Dispatch	Parity with Retail		4.25	7.70	88035	3552	7.69	0.13	-26.21
PR-1-11	Average Interval Offered - Disconnects - Dispatch	Parity with Retail		4.21	NA	19		13.91		
PR-2 - Average Completed Interval										
PR-2-10	Average Interval Completed - Disconnects - No Dispatch	Parity with Retail		3.80	9.17	81638	3022	5.86	0.11	-49.47
PR-2-11	Average Interval Completed - Disconnects - Dispatch	Parity with Retail		6.32	NA	19		16.64		
2. Service - Business										
PR-1 - Average Interval Offered										
PR-1-01	Average Interval Offered - Total No Dispatch	Parity with Retail		6.12	3.57	329	46	10.92	1.72	1.48
PR-1-02	Average Interval Offered - Total Dispatch	Parity with Retail		11.01	31.56	160	18	11.51	2.86	-7.18
PR-2 - Average Completed Interval										
PR-2-01	Average Interval Completed - Total No Dispatch	Parity with Retail		4.07	3.60	232	40	4.56	0.78	0.60
PR-2-02	Average Interval Completed - Total Dispatch	Parity with Retail		13.70	16.17	114	18	11.22	2.85	-0.87
PR-4 - Missed Appointments										
PR-4-02	Average Delay Days - Total	Parity with Retail		14.65	9.00	80	2	10.16	7.27	0.78
PR-4-03	% Missed Appointment - Customer	None: Analysis Only		12.26	1.35					
PR-4-04	% Missed Appointment - Verizon - Dispatch	Parity with Retail		12.48	5.26	817	19		7.70	0.94
PR-4-05	% Missed Appointment - Verizon - No Dispatch	Parity with Retail		0.59	1.82	509	55		1.09	-1.13
PR-4-08	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only			0.00		74			
PR-5 - Facility Missed Orders										
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with Retail		0.98	0.00	1126	74		1.18	0.83
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail		0.53	0.00	1126	74		0.87	0.61
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail		0.09	0.00	1126	74		0.36	0.25
PR-6 - Installation Quality										
PR-6-01	% Install. Troubles Reported within 30 Days	Parity with Retail		1.04	1.29	2297	155		0.84	-0.29
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with Retail		3.18	4.52	2297	155		1.46	-0.92

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts September 2000**

**CLEC Aggregate Performance**  
**PROVISIONING - RESALE POTS / SPECIAL SERVICES continued**

**2-Wire DSL Services**

2-Wire XDSL Services		Actual Performance		Number of Observations					
Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	5.41	1.19	7545	16	3.52	0.88	4.79
PR-1-02	Average Interval Offered – Total Dispatch	Parity with Retail	6.56	NA	820		4.08		
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	6.18	1.00	7058	13	5.16	1.43	3.62
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	11.44	NA	682		9.59		
PR-4 - Missed Appointments									
PR-4-02	Average Delay Days – Total	Parity with Retail	12.62	NA	256		7.48		
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	1.83	0.00					
PR-4-04	% Missed Appointment – Verizon – Dispatch	Parity with Retail	7.13	NA	842				
PR-4-05	% Missed Appointment – Verizon – No Dispatch	Parity with Retail	2.71	0.00	7225	18		3.83	0.71
PR-4-08	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		0.00		18			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.07	0.00	8067	18		0.62	0.11
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.02	0.00	8067	18		0.33	0.06
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.02	0.00	8067	18		0.33	0.06
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles Reported within 30 Days	Parity with Retail	1.93	6.90	7710	29		2.56	-1.94
PR-6-03	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Parity with Retail	1.53	3.45	7710	29		2.28	-0.84
Special Services - Provisioning									
PR-1 - Average Interval Offered									
PR-1-01	Average Interval Offered – Total No Dispatch	Parity with Retail	6.68	7.02	2432	304	8.45	0.51	-0.66
PR-1-02	Average Interval Offered – Total Dispatch	Parity with Retail	13.47	11.29	600	34	9.00	1.59	1.37
PR-1-06	Average Interval Offered – DS0	Parity with Retail	8.42	6.86	495	192	10.88	0.93	1.69
PR-1-07	Average Interval Offered – DS1	Parity with Retail	15.69	11.95	347	60	9.04	1.26	2.96
PR-1-08	Average Interval Offered – DS3	Parity with Retail	NA	NA					
PR-1-10	Average Interval Offered – Disconnects – No Dispatch	Parity with Retail	7.65	10.69	777	54	9.81	1.38	-2.20
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Parity with Retail	4.06	NA	17		4.12		
PR-2 - Average Completed Interval									
PR-2-01	Average Interval Completed – Total No Dispatch	Parity with Retail	4.97	6.11	1805	235	5.06	0.35	-3.25
PR-2-02	Average Interval Completed – Total Dispatch	Parity with Retail	14.58	16.42	400	24	11.28	2.37	-0.78
PR-2-06	Average Interval Completed – DS0	Parity with Retail	7.42	6.85	361	155	9.04	0.87	0.66
PR-2-07	Average Interval Completed – DS1	Parity with Retail	16.21	10.29	169	34	13.07	2.46	2.41
PR-2-08	Average Interval Completed – DS3	Parity with Retail	NA	NA					
PR-2-10	Average Interval Completed – Disconnects – No Dispatch	Parity with Retail	6.93	9.37	894	43	6.15	0.97	-2.52
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Parity with Retail	4.06	NA	17		4.12		
PR-4 - Missed Appointments									
PR-4-01	% Missed Appointment – Verizon – Total	Parity with Retail	2.78	1.04	2734	383		0.90	1.94
PR-4-02	Average Delay Days – Total	Parity with Retail	11.88	9.50	76	4	8.74	4.48	0.53
PR-4-03	% Missed Appointment – Customer	None: Analysis Only	10.24	6.53					
PR-4-08	% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		0.00		383			
PR-5 - Facility Missed Orders									
PR-5-01	% Missed Appointment – Verizon – Facilities	Parity with Retail	0.40	0.26	2734	383		0.34	0.41
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with Retail	0.26	0.00	2734	383		0.28	0.94
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with Retail	0.11	0.00	2734	383		0.18	0.61
PR-6 - Installation Quality									
PR-6-01	% Installation Troubles reported within 30 Days	Parity with Retail	0.79	0.20	8302	2473		0.20	2.91
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.05	0.00	8302	2473		0.05	0.96
Legend Notations defined on Legend sheet - last page									

**Carrier to Carrier**Performance Standards and Reports  
Verizon Massachusetts September 2000**CLEC Aggregate Performance****MAINTENANCE - RESALE / SPECIAL SERVICES**

Metric #		Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	All CLECs			
POTS/Complex Maintenance								
MR-2 - Trouble Report Rate		Standard						
MR-2-02	Network Trouble Report Rate – Loop	Parity with Retail	1.20	0.54	4200413	300928	0.02	31.99
MR-2-03	Network Trouble Report Rate – Central Office	Parity with Retail	0.12	0.08	4200413	300928	0.01	5.57
MR-2-04	% Subsequent Reports	Assessed I/C/VV MRAs	20.14	8.61				
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.98	0.49	4200413	300928	0.02	26.80
MR-3 - Missed Repair Appointments		Standard						
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	12.06	10.77	50248	1625	0.82	1.57
MR-3-02	% Missed Repair Appointment – Central Office	Parity with Retail	7.21	2.89	4882	242	1.70	2.54
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	7.39	7.33	41353	1460	0.70	0.09
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	8.20	6.86	50248	1625	0.69	1.94
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	37.16	31.78	50248	1625	1.22	4.43
MR-4 - Trouble Duration Intervals		Standard						
MR-4-01	Mean Time To Repair – Total	Parity with Retail	21.63	15.42	55130	1867	21.48	0.51
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with Retail	22.70	16.23	50248	1625	21.62	0.54
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with Retail	10.80	10.00	4882	242	16.53	1.09
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	67.08	82.97	55130	1867		1.11
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	84.72	75.24	42814	1555		0.93
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	63.44	50.16	42814	1555		1.24
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	32.59	17.30	42814	1555		1.21
MR-5 - Repeat Trouble Reports		Standard						
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.85	16.23	55130	1867	0.96	4.83
Special Services Maintenance								
MR-2 - Trouble Report Rate		Standard						
MR-2-01	Network Trouble Report Rate	Parity with Retail	0.24	0.24	462077	22790	0.03	0.01
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.12	0.20	462077	22790	0.02	-3.40
MR-4 - Trouble Duration Intervals		Standard						
MR-4-01	Mean Time To Repair – Total	Parity with Retail	9.13	8.67	1097	54	10.26	1.43
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	93.07	96.30	1097	54		3.54
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	66.35	72.34	1061	47		7.04
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	7.07	4.26	1061	47		3.82
MR-5 - Repeat Trouble Reports		Standard						
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.69	20.37	1097	54	5.65	0.06
Legend Notations defined on Legend sheet - last page								



**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts September 2000**

**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

Metric #		Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>UNE Pre-ordering</b>				
<b>PO-3 - Contact Center Availability</b>				
PO-3-01	Average Speed of Answering – Ordering* (secs)		9.43	
PO-3-02	% Answered within 30 Seconds – Ordering*	90% within 30 Seconds	90.64	42813
PO-3-03	Average Speed of Answering – Repair (secs)		12.60	
PO-3-04	% Answered within 30 Seconds – Repair	90% within 30 Seconds	91.28	132213
<b>Performance</b>				
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.12	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	98.84	3545
OR-1-03	Average LSRC Time < 10 Lines		11.59	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	99.24	794
OR-1-05	Average LSRC Time >= 10 Lines		19.03	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	1
<b>OR-2 - Reject Timeliness</b>				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.10	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	99.28	835
OR-2-03	Average LSR Reject Time < 10 Lines		11.22	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	100.00	701
OR-2-05	Average LSR Reject Time >= 10 Lines		0.00	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
<b>OR-6 - Order Accuracy</b>				
OR-6-01	% Accuracy - Orders*	95% orders without errors	95.34	365
OR-6-02	% Accuracy - Opportunities*	95% orders without errors	99.46	4611
OR-6-03	% Accuracy - LSRC*	95% orders without errors	96.32	326
<b>Special Services Complaints</b>				
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)		0.23	
OR-1-02	% On Time LSRC – Flow Through	95% within 2 Hours	99.68	9966
OR-1-03	Average LSRC Time < 10 Lines		8.40	
OR-1-04	% On Time LSRC < 10 Lines	95% within 24 Hours	97.35	10963
OR-1-05	Average LSRC Time >= 10 Lines		19.00	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	96.90	388
<b>OR-2 - Reject Timeliness</b>				
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)		0.04	
OR-2-02	% On Time LSR Reject – Flow Through	95% within 2 Hours	99.70	1673
OR-2-03	Average LSR Reject Time < 10 Lines		9.52	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 24 Hours	95.76	2668
OR-2-05	Average LSR Reject Time >= 10 Lines		17.27	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	97.91	144
<b>OR-6 - Order Accuracy</b>				
OR-6-01	% Accuracy - Orders*	95% orders without errors	95.71	350
OR-6-02	% Accuracy - Opportunities*	95% orders without errors	99.37	2838
OR-6-03	% Accuracy - LSRC*	95% orders without errors	97.50	400
<b>Special Digital Services</b>				
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-03	Average LSRC Time < 10 Lines		NA	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	NA	
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
<b>OR-2 - Reject Timeliness</b>				
OR-2-03	Average LSR Reject Time < 10 Lines		NA	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	NA	
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
<b>Special DSL Services</b>				
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-03	Average LSRC Time < 10 Lines		17.94	
OR-1-04	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	98.75	961
OR-1-05	Average LSRC Time >= 10 Lines		NA	
OR-1-06	% On Time LSRC >= 10 Lines	95% within 72 Hours	NA	
<b>OR-2 - Reject Timeliness</b>				
OR-2-03	Average LSR Reject Time < 10 Lines		17.80	
OR-2-04	% On Time LSR Reject < 10 Lines	95% within 72 Hours	98.80	750
OR-2-05	Average LSR Reject Time >= 10 Lines		NA	
OR-2-06	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
<b>Special Other Services</b>				
<b>OR-3 - Percent Rejects (ASRs + LSRs)</b>				
OR-3-01	% Rejects	No Standard	24.89	29043
<b>OR-4 - Timeliness of Completion Notification</b>				
OR-4-01	Completion Notice - Average Response Time		0.02	
OR-4-02	Completion Notice - % On Time	95% by next bus. day at noon	99.66	13895
OR-4-03	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
OR-4-04	Work Completion Notice - Average Response Time		0.00	
OR-4-05	Work Completion Notice - % On Time	95% by next bus. day at noon	99.99	18964
OR-4-06	Average Duration - Work Completion (SOP) to Bill Completion	Party with Retail	0.84	
OR-4-07	% SOP to Bill Completion >= 3 Business Days	Party with Retail	4.06	18559
OR-4-08	% SOP to Bill Completion > 1 Business Day		9.94	18559
<b>OR-5 - Percent Flow-Through</b>				
OR-5-01	% Flow Through - Total (ASRs + LSRs)	No Standard Developed	53.99	20575
OR-5-02	% Flow Through - Simple	No Standard Developed	52.66	25657
OR-5-03	% Flow Through Achieved	95%	UD	
continued				

**Carrier to Carrier**  
**Performance Standards and Reports**  
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**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

**Special Services - Electronically Submitted**

Metric #	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
<b>OR-1 - Order Confirmation Timeliness (ASRs + LSRs)</b>			
OR-1-03	Average LSRC Time < 10 Lines DS0 <sup>1</sup>	NA	
OR-1-03	Average LSRC Time < 10 Lines DS1 <sup>1</sup>	66.39	
OR-1-03	Average LSRC Time < 10 Lines DS3 <sup>1</sup>	46.30	
OR-1-03	Average LSRC Time < 10 Lines (Non DS0, DS1, & DS3)	14.41	
OR-1-04	% On Time LSRC < 10 Lines DS0	NA	
OR-1-04	% On Time LSRC < 10 Lines DS1	23.88	67
OR-1-04	% On Time LSRC < 10 Lines DS3	50.00	4
OR-1-04	% On Time LSRC < 10 Lines (Non DS0, DS1, & DS3)	97.00	200
OR-1-05	Average LSRC Time >= 10 Lines DS0	NA	
OR-1-05	Average LSRC Time >= 10 Lines DS1	NA	
OR-1-05	Average LSRC Time >= 10 Lines DS3	NA	
OR-1-05	Average LSRC Time >= 10 Lines (Non DS0, DS1, & DS3)	18.10	
OR-1-06	% On Time LSRC >= 10 Lines DS0	NA	
OR-1-06	% On Time LSRC >= 10 Lines DS1	NA	
OR-1-06	% On Time LSRC >= 10 Lines DS3	NA	
OR-1-06	% On Time LSRC >= 10 Lines (Non DS0, DS1 & DS3)	96.97	33
<b>OR-2 - Reject Timeliness (ASRs + LSRs)</b>			
OR-2-03	Average LSR Reject Time < 10 Lines	8.77	
OR-2-04	% On Time LSR Reject < 10 Lines	95.17	145
OR-2-05	Average LSR Reject Time >= 10 Lines	19.75	
OR-2-06	% On Time LSR Reject >= 10 Lines	100.00	16
<b>Special Services - FAX/MAIL Submitted</b>			
<b>OR-1 - Order Confirmation Timeliness</b>			
OR-1-07	Average ASRC Time < 10 Lines DS0 <sup>1</sup>	NA	
OR-1-07	Average ASRC Time < 10 Lines DS1 <sup>1</sup>	137.47	
OR-1-07	Average ASRC Time < 10 Lines DS3 <sup>1</sup>	308.35	
OR-1-07	Average ASRC Time < 10 Lines (Non DS0, DS1 & DS3)	NA	
OR-1-08	% On Time ASRC < 10 Lines DS0	NA	
OR-1-08	% On Time ASRC < 10 Lines DS1	66.04	53
OR-1-08	% On Time ASRC < 10 Lines DS3	73.44	64
OR-1-08	% On Time ASRC < 10 Lines (Non DS0, DS1 & DS3)	NA	
OR-1-09	Average ASRC Time >= 10 Lines DS0	NA	
OR-1-09	Average ASRC Time >= 10 Lines DS1	NA	
OR-1-09	Average ASRC Time >= 10 Lines DS3	NA	
OR-1-09	Average ASRC Time >= 10 Lines (Non DS0, DS1 & DS3)	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS0	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS1	NA	
OR-1-10	% On Time ASRC >= 10 Lines DS3	NA	
OR-1-10	% On Time ASRC >= 10 Lines (Non DS0, DS1 & DS3)	NA	
<b>OR-2 - Reject Timeliness</b>			
OR-2-07	Average LSR Reject Time < 10 Lines	7.96	
OR-2-08	% On Time LSR Reject < 10 Lines	98.00	50
OR-2-09	Average LSR Reject Time >= 10 Lines	NA	
OR-2-10	% On Time LSR Reject >= 10 Lines	NA	

<sup>1</sup>INCLUDES 72 HOUR FACILITY CHECK

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts**
**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES**
**POTS - Provisioning**

Metric #	Standard	Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	All CLECs	
<b>PR-1 - Average Interval Offered</b>						
PR-1-01	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1.81	12.65	1598	5.57	
PR-1-01	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1.81	NA	20390	5.57	
PR-1-01	Av. Interval Offered - Total No Dispatch - Platform	1.81	1.49	20390	637	0.22
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	7.88	10.50	1709	32	1.68
PR-1-03	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	7.88	8.80	1709	21	2.07
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	10.06	5.67	252	3	11.33
PR-1-04	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	10.06	NA	252	11.33	
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	10.44	NA	134	9.79	
PR-1-05	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	10.44	NA	134	9.79	
<b>PR-2 - Average Completed Interval</b>						
PR-2-01	Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1.37	15.97	1064	3.28	
PR-2-01	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	1.37	NA	18840	3.28	
PR-2-01	Av. Completed Interval - Total No Dispatch - Platform	1.37	1.52	18840	608	0.14
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Loop	8.82	8.53	1448	30	1.65
PR-2-03	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	8.82	8.12	1448	17	2.19
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	10.23	5.50	212	2	8.91
PR-2-04	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	10.23	NA	212	8.91	
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	12.42	NA	100	9.98	
PR-2-05	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	12.42	NA	100	9.98	
<b>PR-3 - Completed within X Days - Platform &amp; Other (Switch &amp; INP)</b>						
PR-3-01	% Completed in 1 Day (1-5 Lines - No Dispatch)	78.26	49.14	157096	525	1.80
PR-3-02	% Completed in 2 Days (1-5 Lines - No Dispatch)	86.65	77.71	157096	525	1.49
PR-3-03	% Completed in 3 Days (1-5 Lines - No Dispatch)	88.13	92.00	157096	525	1.36
PR-3-04	% Completed in 1 Day (1-5 Lines - Dispatch)	4.68	0.00	19541	17	5.12
PR-3-05	% Completed in 2 Days (1-5 Lines - Dispatch)	8.41	0.00	19541	17	6.73
PR-3-06	% Completed in 3 Days (1-5 Lines - Dispatch)	12.95	5.85	19541	17	8.15
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	83.86	92.99	176637	542	1.58
PR-3-08	% Completed in 5 Days (1-5 Lines - No Dispatch)	94.43	98.29	157096	525	1.00
PR-3-09	% Completed in 5 Days (1-5 Lines - Dispatch)	48.00	23.53	19541	17	12.12
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	92.16	97.79	176637	542	1.16
<b>PR-4 - Missed Appointments</b>						
PR-4-02	Average Delay Days - Total	4.64	6.05	3639	20	6.84
PR-4-03	% Missed Appt. - Customer	1.79	0.80	240574	104	2.77
PR-4-04	% Missed Appt. - Verizon - Dispatch - Loop New	8.70	9.82	41113	42	4.35
PR-4-04	% Missed Appt. - Verizon - Dispatch - Platform	8.70	18.05	41113	238	0.08
PR-4-05	% Missed Appt. - Verizon - Dispatch - Hot Cut	0.11	24.89	240574	1705	0.06
PR-4-05	% Missed Appt. - Verizon - No Dispatch - Other	0.11	NA	240574	3677	2.00
PR-4-05	% Missed Appt. - Verizon - No Dispatch - Platform	0.11	0.00	240574	2237	
PR-4-05	% On Time Performance - Hot Cut	74.43	UD	UD	UD	
PR-4-05	% Early Cuts - Lines	UD	UD	UD	UD	
PR-4-05	% Early Cuts - Orders	UD	UD	UD	UD	
PR-4-05	% Defective Cuts - Lines	UD	UD	UD	UD	
PR-4-05	% Defective Cuts - Orders	UD	UD	UD	UD	
PR-4-05	% Late Cuts - Lines	UD	UD	UD	UD	
PR-4-05	% Late Cuts - Orders	UD	UD	UD	UD	
PR-4-05	Average Duration of Service Interruption	UD	UD	UD	UD	
PR-4-05	% Missed Appt. - Customer - Due to Late Order Conf. - Hot Cut Loop	0.21	NA	1943		
PR-4-05	% Missed Appt. - Customer - Due to Late Order Confirmation - Other	NA	NA			
PR-4-05	% Missed Appt. - Customer - Due to Late Order Confirmation - Platform	0.00	0.00	3719		
<b>PR-5 - Facility Missed Orders</b>						
PR-5-01	% Missed Appointment - Verizon - Facilities	0.57	0.10	281687	3858	0.12
PR-5-02	% Orders Held for Facilities > 15 Days	0.05	0.00	281687	3858	0.04
PR-5-03	% Orders Held for Facilities > 60 Days	0.01	0.00	281687	3858	0.02
<b>PR-6 - Installation Quality</b>						
PR-6-01	% Installation Troubles reported within 30 Days - Loop	3.61	1.68	272053	9628	0.19
PR-6-01	% Installation Troubles reported within 30 Days - Other	3.61	1.34	272053	4029	0.30
PR-6-02	% Installation Troubles reported within 7 Days - Hot Cut Loop	2.39	1.15	272053	5851	0.18
PR-6-02	% Installation Troubles reported within 7 Days - Loop	2.39	1.13	272053	9628	0.24
PR-6-02	% Installation Troubles reported within 7 Days - Other	2.39	0.60	272053	4029	0.17
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	2.78	2.33	272053	9628	0.26
PR-6-03	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other	2.78	0.94	272053	4029	0.26
<b>POIS - Compliance Aggregate</b>						
<b>PR-1 - Average Interval Offered</b>						
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	4.25	3.70	68035	413	7.69
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	4.21	NA	19	13.91	
<b>PR-2 - Average Completed Interval</b>						
PR-2-10	Av. Completed Interval - Disconnects - No Dispatch	3.80	2.49	81638	370	5.86
PR-2-11	Av. Completed Interval - Disconnects - Dispatch	6.32	NA	19	16.64	
<b>2-Value Digital Services</b>						
<b>PR-1 - Average Interval Offered</b>						
PR-1-01	Av. Interval Offered - Total No Dispatch	6.12	7.45	329	111	10.92
PR-1-02	Av. Interval Offered - Total Dispatch	11.01	7.86	160	111	11.51
<b>PR-2 - Average Completed Interval</b>						
PR-2-01	Av. Interval Completed - Total No Dispatch	4.07	5.39	232	48	4.56
PR-2-02	Av. Interval Completed - Total Dispatch	13.70	11.15	114	97	11.22
<b>PR-3 - Completed within X Days</b>						
PR-3-10	% Completed in 6 Days (1-5 Lines - Total)	65.54	32.04	13433	103	4.70
<b>PR-4 - Missed Appointments</b>						
PR-4-02	Average Delay Days - Total	14.65	10.69	80	58	10.16
PR-4-03	% Missed Appointment - Customer	12.26	2.83	617	1200	1.64
PR-4-04	% Missed Appointment - Verizon - Dispatch	0.59	NA	509		
PR-4-05	% Missed Appointment - Verizon - No Dispatch	0.87	0.67	1200		
<b>PR-5 - Facility Missed Orders</b>						
PR-5-01	% Missed Appointment - Verizon Facilities	0.98	1.50	1126	1200	0.41
PR-5-02	% Orders Held for Facilities > 15 Days	0.53	0.33	1126	1200	0.30
PR-5-03	% Orders Held for Facilities > 60 Days	0.09	0.00	1126	1200	0.12
<b>PR-6 - Installation Quality</b>						
PR-6-01	% Install. Troubles Reported within 30 Days	1.04	9.98	2297	421	0.54
PR-6-03	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	3.18	13.54	2297	421	0.93

continued

**Carrier to Carrier**Performance Standards and Reports  
Verizon Massachusetts September 2000**CLEC Aggregate Performance**

PROVISIONING - UNE POTS / SPECIAL SERVICES continued

Metric #	2-UNE POTS Services	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			Vz	CLEC Aggregate	Vz	All CLECs			
PR-1-01	PR-1 - Average Interval Offered								
PR-1-02	Av. Interval Offered - Total No Dispatch	Parity with Retail	5.41	5.98	7545	843	3.52	0.13	-4.46
	Av. Interval Offered - Total Dispatch	Parity with Retail	6.56	6.45	820	977	4.08	0.19	0.57
PR-2-01	PR-2 - Average Completed Interval								
PR-2-02	Av. Interval Completed - Total No Dispatch	Parity with Retail	8.18	8.20	7058	222	5.16	0.35	-0.08
PR-2-13	Av. Interval Completed - Total Dispatch	Parity with Retail	11.44	9.76	682	849	9.59	0.49	3.41
PR-2-14	Av. Interval Completed (DD-2 Test & Serial Number)		UD	UD					
PR-2-15	Av. Interval Completed (DD-2 Test Total)	No Standard, refer to product interval guide		UD					
PR-2-16	Av. Interval Completed (No DD-2 Test & Serial Number)			UD					
PR-2-17	Av. Interval Completed (No DD-2 Test & 800# Provided)			UD					
	Av. Interval Completed (No DD-2 Test & No 800# Provided)			UD					
PR-3-10	PR-3 - Completed within X Days								
	% Completed in 8 Days (1-5 Lines - Total)	Parity with Vz Retail	65.54	56.33	13433	909		1.63	-5.65
PR-4-02	PR-4 - Missed Appointments								
PR-4-03	Average Delay Days - Total	Parity with Retail	12.62	11.51	256	326	7.48	0.62	1.78
PR-4-04	% Missed Appointment - Customer	None: Analysis Only	1.83	4.92					
PR-4-05	% Missed Appointment - Verizon - Dispatch	Parity with Retail	7.13	9.16	842	3559		0.99	-2.06
PR-4-06	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	2.71	NA	7225				
PR-4-07	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		0.14		3559			
PR-4-14	% Completed On Time - Complex (DD-2 Test & Serial Number)	95% on Time		60.20		1274			
PR-4-15	% Completed On Time - Complex (DD-2 Test Total)	95% on Time		62.48		1274			
PR-4-16	% Completed On Time - Complex (No DD-2 Test & Serial Number)	95% on Time		48.86		643			
PR-4-17	% Completed On Time - Complex (No DD-2 Test & 800# Provided)	95% on Time		67.55		718			
PR-4-18	% Completed On Time - Cmpbr (No DD-2 Test & No 800# Provided)	95% on Time		NA					
PR-5-01	PR-5 - Facility Missed Orders								
PR-5-02	% Missed Appointment - Verizon Facilities	Parity with Retail	0.07	0.73	8067	3559		0.05	-12.40
PR-5-03	% Orders Held for Facilities > 15 Days	Parity with Retail	0.02	0.14	8067	3559		0.03	-4.22
	% Orders Held for Facilities > 60 Days	Parity with Retail	0.02	0.00	8067	3559		0.03	0.70
PR-6-01	PR-6 - Installation Quality								
PR-6-03	% Install. Troubles Reported within 30 Days	Parity with Retail	1.93	5.44	7710	3014		0.30	-11.86
	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with Retail	1.53	6.90	7710	3014		0.26	-20.36
	Special Services - Provisioning								
PR-1-01	PR-1 - Average Interval Offered								
PR-1-02	Av. Interval Offered - Total No Dispatch	Parity with Retail	6.88	27.45	2432	20	8.45	1.90	-10.95
PR-1-06	Av. Interval Offered - Total Dispatch	Parity with Retail	13.47	26.27	600	33	9.00	1.61	-7.95
PR-1-07	Av. Interval Offered - DS0	Parity with Retail	8.42	NA	495		10.88		
PR-1-08	Av. Interval Offered - DS1	Parity with Retail	15.69	22.44	347	16	9.04	2.31	-2.92
PR-1-09	Av. Interval Offered - DS3	Parity with Retail	NA	28.57		37			
PR-1-09	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		UD					
PR-1-09	Av. Interval Offered - Total - EEL - Loop	EEL Legend		UD					
PR-1-09	Av. Interval Offered - Total - IOF	IOF Legend		22.57		44			
PR-1-10	Av. Interval Offered - Disconnects - No Dispatch	Parity with Retail	7.85	NA	777		9.81		
PR-1-11	Av. Interval Offered - Disconnects - Dispatch	Parity with Retail	4.06	NA	17		4.12		
PR-2-01	PR-2 - Average Completed Interval								
PR-2-02	Av. Interval Completed - Total No Dispatch	Parity with Retail	4.97	17.50	1805	2	5.08	3.58	-3.50
PR-2-06	Av. Interval Completed - Total Dispatch	Parity with Retail	14.58	26.04	400	23	11.28	2.42	-4.74
PR-2-07	Av. Interval Completed - DS0	Parity with Retail	7.42	NA	361		9.04		
PR-2-08	Av. Interval Completed - DS1	Parity with Retail	16.21	11.33	189	3	13.07	7.81	0.64
PR-2-09	Av. Interval Completed - DS3	Parity with Retail	NA	27.27		22			
PR-2-09	Av. Interval Completed - Total - EEL - Backbone	EEL Legend		UD					
PR-2-09	Av. Interval Completed - Total - EEL - Loop	EEL Legend		UD					
PR-2-10	Av. Interval Completed - Total - IOF	IOF Legend		89.67		3			
PR-2-11	Av. Interval Completed - Disconnects - No Dispatch	Parity with Retail	6.93	NA	694		6.15		
	Av. Interval Completed - Disconnects - Dispatch	Parity with Retail	4.06	NA	17		4.12		
PR-4-01	PR-4 - Missed Appointments								
PR-4-01	% Missed Appointment - Verizon - Total	Parity with Retail	2.78	0.00	2734	40		2.62	1.06
PR-4-01	% Missed Appointment - Verizon - Total - EEL	Parity with Retail	2.78	UD	2734				
PR-4-01	% Missed Appointment - Verizon - Total - IOF	Parity with Retail	2.78	10.71	2734	28		3.12	-2.54
PR-4-02	Average Delay Days - Total	Parity with Retail	11.88	UD	76		8.74		
PR-4-02	Average Delay Days - Total - EEL	Parity with Retail	11.88	UD	76		8.74		
PR-4-03	Average Delay Days - Total - IOF	Parity with Retail	11.88	70.67	76	3	8.74	5.14	-11.43
PR-4-03	% Missed Appointment - Customer	None: Analysis Only	10.24	27.50					
PR-4-08	% Missed Appointment - Customer - EEL	None: Analysis Only	10.24	UD					
	% Missed Appt. - Customer - Late Order Conf.	None: Analysis Only		0.00		40			
PR-5-01	PR-5 - Facility Missed Orders								
PR-5-02	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.40	0.00	2734	40		1.01	0.40
PR-5-03	% Orders Held for Facilities > 15 Days	Parity with Retail	0.26	0.00	2734	40		0.81	0.32
	% Orders Held for Facilities > 60 Days	Parity with Retail	0.11	0.00	2734	40		0.53	0.21
PR-6-01	PR-6 - Installation Quality								
PR-6-03	% Installation Troubles reported within 30 Days	Parity with Verizon RTT for Troubled Trunks	0.78	58.46	8302	37		1.48	-40.08
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.05	0.00	8302	37		0.36	0.13
PR-7-01	PR-7 - Jeopardy Reports								
	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					
	Legend Notations defined on Legend sheet - last page								

**Carrier to Carrier****Performance Standards and Reports  
Verizon Massachusetts September 2000****CLEC Aggregate Performance****MAINTENANCE - UNE POTS / SPECIAL SERVICES****Maintenance - POTS Loop**

Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate – Loop	Parity with Retail	1.20	1.14	4200413	36903		0.06	1.02
MR-2-03	Network Trouble Report Rate – Central Office	Parity with Retail	0.12	0.27	4200413	36903		0.02	-8.84
MR-2-04	% Subsequent Reports	I/C/W MRAs	20.14	27.44					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.98	2.28	4200413	36903		0.05	-25.13
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment – Loop	Parity with Retail	12.06	14.05	50248	420		1.60	-1.25
MR-3-02	% Missed Repair Appointment – Central Office	Parity with Retail	7.21	8.91	4882	101		2.60	-0.65
MR-3-03	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	7.39	8.19	41353	842		0.91	-0.88
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	8.20	10.94	50248	420		1.34	-2.04
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	37.16	68.18	50248	420		2.37	-13.10
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair – Total	Parity with Retail	21.63	19.77	55130	521	21.48	0.95	1.97
MR-4-02	Mean Time To Repair – Loop Trouble	Parity with Retail	22.70	22.82	50248	420	21.62	1.06	-0.11
MR-4-03	Mean Time To Repair – Central Office Trouble	Parity with Retail	10.80	7.12	4882	101	16.53	1.66	2.22
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	67.08	77.54	55130	521		2.07	5.06
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	63.44	55.48	42814	292		2.83	2.81
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	32.59	22.95	42814	292		2.75	3.50
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	19.57	18.85	45035	466	21.48	1.00	0.72
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	40.93	42.40	6513	22	21.48	4.59	-0.32
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.85	11.90	55130	521		1.79	5.01

**Maintenance - POTS Platform**

MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate -- Platform	Parity with Retail	1.20	0.50	4200413	20552		0.08	9.14
MR-2-03	Network Trouble Report Rate -- Central Office	Parity with Retail	0.12	0.24	4200413	20552		0.02	-5.33
MR-2-04	% Subsequent Reports	I/C/W MRAs	20.14	7.83					
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.98	0.60	4200413	20552		0.07	5.52
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment -- Platform	Parity with Retail	12.06	6.80	50248	103		3.21	1.64
MR-3-02	% Missed Repair Appointment -- Central Office	Parity with Retail	7.21	2.00	4882	50		3.68	1.42
MR-3-03	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	7.39	7.26	41353	124		2.35	0.06
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	8.20	1.63	50248	103		2.71	2.43
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	37.16	18.18	50248	103		4.77	3.98
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair -- Total	Parity with Retail	21.63	17.97	55130	153	21.48	1.74	2.11
MR-4-02	Mean Time To Repair -- Loop Trouble - Platform	Parity with Retail	22.70	21.98	50248	103	21.62	2.13	0.34
MR-4-03	Mean Time To Repair -- Central Office Trouble	Parity with Retail	10.80	9.68	4882	50	16.53	2.35	0.48
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	67.08	75.16	55130	153		3.80	2.12
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	84.72	80.34	42814	117		3.33	1.31
MR-4-07	% Out of Service > 12 Hours	Parity with Retail	63.44	52.14	42814	117		4.46	2.53
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	32.59	27.35	42814	117		4.34	1.21
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.85	16.34	55130	153		3.29	1.37
2-Wire Digital Services - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	1.20	2.05	4200413	4186		0.17	-5.10
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.12	1.10	4200413	4186		0.05	-18.65
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.98	4.49	4200413	4186		0.15	-22.97
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment -- Loop	Parity with Retail	43.75	15.12	192	86		6.44	4.45
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	23.46	8.97	192	86		5.50	2.64
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	68.82	17.65	192	86		6.01	8.51
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with Retail	32.48	31.17	279	132	44.88	4.74	0.28
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	39.18	37.95	192	86	48.28	6.26	0.20
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	17.68	18.50	87	46	31.82	5.80	-0.14
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	42.25	42.11	142	57		7.75	0.02
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	23.60	23.73	162	78	44.88	6.19	-0.02
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	54.00	43.70	93	51	44.88	7.82	1.32
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	16.13	26.52	279	132		3.89	-2.67

continued

## Carrier to Carrier

Performance Standards and Reports  
Verizon Massachusetts September 2000

## CLEC Aggregate Performance

## MAINTENANCE - UNE POTS / SPECIAL SERVICES continued

2-Wire xDSL Services - Maintenance		Actual Performance		Number of Observations					
Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error	Z-Score
MR-2 - Trouble Report Rate									
MR-2-02	Network Trouble Report Rate - Loop	Parity with Retail	1.20	2.24	4200413	14003		0.09	-11.29
MR-2-03	Network Trouble Report Rate - Central Office	Parity with Retail	0.12	1.17	4200413	14003		0.03	-36.58
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.98	4.67	4200413	14003		0.08	-44.10
MR-3 - Missed Repair Appointments									
MR-3-01	% Missed Repair Appointment - Loop	Parity with Retail	17.31	13.10	468	313		2.76	1.52
MR-3-04	% Missed Repair Appointment - No Double Dispatch	None: Analysis Only	10.70	6.60	468	313		2.26	1.82
MR-3-05	% Missed Repair Appointment - Double Dispatch	None: Analysis Only	46.32	18.68	468	313		3.64	7.59
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with Retail	24.22	32.18	568	477	22.15	1.38	-5.79
MR-4-02	Mean Time To Repair - Loop Trouble	Parity with Retail	26.23	38.72	468	313	22.80	1.66	-7.50
MR-4-03	Mean Time To Repair - Central Office Trouble	Parity with Retail	14.73	19.72	100	164	15.67	1.99	-2.51
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	38.73	48.23	426	226		4.01	-2.37
MR-4-09	Mean Time To Repair - No Double Dispatch	Parity with Retail	20.32	22.23	458	288	22.15	1.67	-1.15
MR-4-10	Mean Time To Repair - Double Dispatch	Parity with Retail	40.93	48.03	95	182	21.48	2.72	-2.61
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	22.71	19.29	568	477		2.60	1.31
Special Services - Maintenance									
MR-2 - Trouble Report Rate									
MR-2-01	Network Trouble Report Rate	Parity with Retail	0.24	1.39	462077	2667		0.09	-12.17
MR-2-05	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.12	2.55	462077	2667		0.07	-36.45
MR-4 - Trouble Duration Intervals									
MR-4-01	Mean Time To Repair - Total	Parity with Retail	9.13	5.15	1097	37	10.26	1.71	2.32
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with Retail	93.07	100.00	1097	37		4.24	1.63
MR-4-06	% Out of Service > 4 Hours	Parity with Retail	66.35	48.15	1061	27		9.21	1.98
MR-4-08	% Out of Service > 24 Hours	Parity with Retail	7.07	0.00	1061	27		5.00	1.42
MR-5 - Repeat Trouble Reports									
MR-5-01	% Repeat Reports within 30 Days	Parity with Retail	20.69	8.11	1097	37		6.77	1.86
Legend Notations defined on Legend sheet - last page									

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts September 2000**

**CLEC Aggregate Performance**  
**TRUNKS**

ORDERING		Standard		Actual Performance		Number of Observations	
Metric #				Aggregate Interconnection			
OR-1 - Order Confirmation Timeliness							
OR-1-11	Av. FOC Time (<= 192 Forecasted Trunks)	95% on time 10 Business Days		10.00			
OR-1-11	Av. FOC Time (> 192 and Unforecasted Trunks)	Negotiated Process		20.53			
OR-1-12	% On Time FOC (<= 192 Forecasted Trunks)	95% on time 10 Business Days		80.00		5	
OR-1-12	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process		58.44		77	
OR-1-13	% On Time Design Layout Record (DLR)	95% on time 10 Business Days		98.78		82	
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted)	95% on time 10 Business Days		NA			
OR-1-19	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted Trunks)	Negotiated Process		NA			
OR-2 - Reject Timeliness							
OR-2-11	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)			2.80			
OR-2-12	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time 10 Business Days		100.00		5	
PROMISING							
PR-1 - Average Interval Offered							
PR-1-09	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD		29.36	0.00	11	2
PR-1-09	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD		17.00	33.82	10	39
PR-2 - Average Interval Completed							
PR-2-09	Av. Interval Completed - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD		54.44	27.00	9	2
PR-4 - Missed Appointment							
PR-4-01	% Missed Appointment - Verizon - Total	Parity with IXC / FGD		11.97	9.26	2806	10131
PR-4-02	Average Delay Days - Total	Parity with IXC / FGD		18.93	19.31	336	938
PR-4-03	% Missed Appointment - Customer	None: Analysis Only		16.64	40.09		
PR-4-07	% On Time Performance - LNP Only	95% on Time		98.65		8319	
PR-5 - Facility Missed Orders							
PR-5-01	% Missed Appointment - Verizon - Facilities	Parity with IXC / FGD		0.00	0.00	2806	3342
PR-5-02	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD		0.00	0.00	2806	3342
PR-5-03	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD		0.00	0.00	2806	3342
PR-6 - Installation Quality							
PR-6-01	% Installation Troubles reported within 30 Days	Parity with IXC / FGD		0.00	0.00	2806	10131
PR-6-03	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only		UD	UD		
MAINTENANCE							
MR-2 - Trouble Report Rate							
MR-2-01	Network Trouble Report Rate	Parity with IXC / FGD		0.01	0.00	197674	308579
MR-4 - Trouble Duration Intervals							
MR-4-01	Mean Time to Repair - Total	Parity with IXC / FGD		2.88	1.65	16	12
MR-4-04	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD		100.00	100.00	16	12
MR-4-05	% Out of Service > 2 Hours	Parity with IXC / FGD		50.00	16.67	16	12
MR-4-06	% Out of Service > 4 Hours	Parity with IXC / FGD		31.25	8.33	16	12
MR-4-07	% Out of Service > 12 Hours	Parity with IXC / FGD		0.00	0.00	16	12
MR-4-08	% Out of Service > 24 Hours	Parity with IXC / FGD		0.00	0.00	16	12
MR-5 - Repeat Trouble Report Rates							
MR-5-01	% Repeat Reports within 30 Days	Parity with IXC / FGD		0.00	0.00	16	12
NETWORK PERFORMANCE							
NP-1 - Percent Final Trunk Group Blockage							
NP-1-01	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines		0.30	1.43	336	279
NP-1-02	% FTG Exceeding Blocking Std. - (No Exceptions)	See Guidelines		0.30	2.15	336	279
NP-1-03	Number FTG Exceeding Blocking Std. - 2 Months	See Guidelines			0		279
NP-1-04	Number FTG Exceeding Blocking Std. - 3 Months	See Guidelines			1		279
NP-2 - Collocation Performance - New							
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days <sup>1</sup>		100.00			7
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days <sup>1</sup>		NA			
NP-2-03	Average Interval - Physical Collocation	76 Days <sup>1</sup>		98.85			
NP-2-04	Average Interval - Virtual Collocation	76 Days <sup>1</sup>		NA			
NP-2-05	% On Time - Physical Collocation	95% on time		75.92			13
NP-2-06	% On Time - Virtual Collocation	95% on time		NA			
NP-2-07	Average Delay Days - Physical Collocation	See Guidelines		22.00			3
NP-2-08	Average Delay Days - Virtual Collocation	See Guidelines		NA			
NP-2 - Collocation Performance - Augment							
NP-2-01	% On Time Response to Request for Physical Collocation	10 Days <sup>1</sup>		100.00			37
NP-2-02	% On Time Response to Request for Virtual Collocation	10 Days <sup>1</sup>		NA			
NP-2-03	Average Interval - Physical Collocation	76 Days <sup>1</sup>		80.94			
NP-2-04	Average Interval - Virtual Collocation	76 Days <sup>1</sup>		NA			
NP-2-05	% On Time - Physical Collocation	95% on time		47.76			67
NP-2-06	% On Time - Virtual Collocation	95% on time		NA			
NP-2-07	Average Delay Days - Physical Collocation	See Guidelines		15.26			35
NP-2-08	Average Delay Days - Virtual Collocation	See Guidelines		NA			

Legend Notations defined on Legend sheet - last page

1 per CTE order issued 7/11/00 DocId:34444444

**Carrier to Carrier  
Performance Standards and Reports  
Verizon Massachusetts September 200**

**LEGEND**

\* = NY/NE Combined Measurement  
\*\* = NE Measurement  
& = Resale/UNE Combined Measurement  
UD = Performance metric is under development  
NA = No Activity  
TBD = Performance standard is to be determined  
I/C/W MRAs = Parity to be assessed in conjunction with missed appointments  
1-9=5, 10+=Negotiated = 1-9 Loops, 5 days  
10+ Loops, Negotiated  
95% Completed Within Window = Standard for Cut-Over Window  
1 to 9 lines: 1 hour  
10 to 49 lines: 2 hours  
50 to 99 lines: 3 hours  
100 to 199 lines: 4 hours  
200 plus lines: 8 hours  
EEL = 1-9 Loops, 15 days  
10+, Negotiated  
No Facilities, ECCD+15 Days  
Disconnects, 2 Days  
IOF = Facilities Check, 72 Hours  
Facilities Available (Quantity 1-8), 15 Days  
Facilities Available (Quantity > 8), Negotiated  
Facilities not available, Negotiated  
Jeopardy = 100% at least 24 hours before due date with facilities  
100% at least 48 hours before due date without facilities



E

JOINT REPLY DECLARATION OF  
ELAINE M. GUERARD AND  
JULIE A. CANNY

ATTACHMENT E

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October 27, 2000

Mary L. Cottrell, Secretary  
Department of Telecommunications & Energy  
Commonwealth of Massachusetts  
One South Station, 2<sup>nd</sup> Floor

**RE: D.T.E. 99-271**

Dear Secretary Cottrell:

Enclosed for filing in the above-captioned proceeding, please find the original of Verizon Massachusetts' Response to Motions for Reconsideration of Performance Assurance Plan.

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

cc: Cathy Carpino, Esquire, Hearing Officer  
Michael Isenberg, Esquire, Director - Telecommunications Division  
Attached Service List

**Summary of Revisions**  
**Massachusetts Performance Assurance Plan**  
**October 27, 2000**

<b>Change</b>	<b>Section</b>	<b>Page</b>
<b>Added</b> provision for DTE authority to reallocate bill credits.	II.B.2	PAP at 8
<b>Removed</b> footnote regarding statistical scoring of metrics with no volume.	II.C.1	PAP at 10
<b>Added</b> provision to pay CLECs by check if they stop purchasing Verizon MA services.	II.H	PAP at 20
<b>Added</b> provision for the submission to the DTE of changes made to the NY PAP.	II.K.2	PAP at 24
<b>Added</b> statement regarding the review of data reliability in future audits.	II.K.3	PAP at 24
<b>Replaced</b> Critical Measure #3, % Accuracy LSRC, with the seven Ordering Performance metrics. Critical Measure #4B, % Missed Appointment –Complex, has been eliminated and #4C has been renumbered to #4B. Complex Services, originally covered under Critical Measure #4B, are now included in Critical Measure #12, xDSL Performance. (These changes are consistent with the New York PAP.)	App B	App. B at 1
<b>Removed</b> clause referencing minimum volume of 10.	App D.B	App D at 2
<b>Replaced</b> Domain Clustering rule to be consistent with NY plan.	App E.8	App E at 2-3
<b>Revised</b> Change Control Assurance Plan to contain MA specific references.	App I	App I

D.T.E. 99-271

1999

**Robert N. Werlin**  
**Keegan, Werlin & Pabian, LLP**  
**21 Custom House Street**  
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**(617) 951-1400**

Dated: October 27, 2000

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**COMMONWEALTH OF MASSACHUSETTS**  
**DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

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Verizon Massachusetts Section 271 of  
The Telecommunications Act of 1996  
Compliance Filing

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D.T.E. 99-271

**RESPONSE OF VERIZON MASSACHUSETTS  
TO MOTIONS FOR RECONSIDERATION  
OF PERFORMANCE ASSURANCE PLAN**

Verizon Massachusetts (“Verizon MA”) submits this response to the motions for clarification and reconsideration of AT&T and to the motion for reconsideration of Rhythm’s Links, Inc. (“Rhythms”) which seek review of certain aspects of the Department’s decision of September 5, 2000, adopting a Performance Assurance Plan (the “PAP”)<sup>1</sup> for Verizon MA (the “*PAP Order*”) and the Department’s subsequent approval of Verizon MA’s compliance PAP. As discussed below, AT&T’s and Rhythms’ requests for reconsideration consist of little more than the repetition of claims previously made which the Department explicitly considered and rejected in the *PAP Order*. They provide no basis for reconsideration.

Likewise, AT&T’s claim that Verizon MA failed to identify all differences between its proposed PAP and the New York PAP and that the Department was thereby misled in the *PAP Order* is without merit. Although Verizon MA’s initial proposal and

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<sup>1</sup> The PAP is a self-executing remedy plan designed to prevent degradation in wholesale service quality provided to competing carriers after Verizon MA gains entry into the long-distance market pursuant to Section 271 of the Telecommunications Act of 1996. *PAP Order* at 1.

compliance filing did not contain some provisions that now are contained in the New York PAP, the Department's rationale for using the New York PAP as a model is not affected by those minor differences. The few differences arose principally because of the timing of decisions and filings in Massachusetts and New York or mere oversight. Since the Department clearly expects that the Massachusetts PAP conform to the New York model, except where the Department specifically decides otherwise, Verizon MA is filing as Attachment A to this Response a revised PAP which eliminates minor differences noted by AT&T.<sup>2</sup> Verizon MA requests that the Department approve Attachment A.

## **I. INTRODUCTION**

On March 28, 2000, the Department issued a Memorandum directing Verizon MA – and inviting other participants in this case – to file proposed comprehensive performance monitoring and enforcement plans. *See* March 28, 2000, Hearing Officers' Memorandum. Verizon MA, AT&T, and WorldCom filed proposed plans on April 25, 2000. A number of participants, including Rhythms, filed comments at that time. Verizon MA's proposed PAP was based on the plan adopted by the New York Public Service Commission and which the Federal Communications Commission ("FCC") found acceptable in ensuring that local telecommunications markets remain open after

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<sup>2</sup> In reviewing AT&T's claims, Verizon MA identified two differences between the Massachusetts and New York PAPs that AT&T does not mention. First, although comparable dollar amounts are at risk for Critical Measure No. 3 in relation to the respective caps, the New York plan spreads the dollars among seven metrics, while the Massachusetts compliance filing has a single metric. Second, Critical Measure No. 4b was eliminated and 4c was renumbered to "4b" to be consistent with the New York plan. Complex service addressed in the original 4b is now covered under Critical Measure No. 12, xDSL Performance. Verizon MA has made these changes in Attachment A. In addition, several typographical errors in the compliance filing have been corrected.



Verizon New York received § 271 authorization. Verizon MA proposed that its PAP take effect when it enters the long distance market in Massachusetts.

Following submission of reply comments, the Department issued the *PAP Order* and directed Verizon MA to submit a Massachusetts PAP in compliance with the Department's findings. Verizon MA submitted its compliance filing on September 15, 2000; the Department approved the compliance filing on September 22, 2000.

On September 25, 2000, Rhythms filed a Motion for Reconsideration of the *PAP Order*, and on September 28, 2000, AT&T filed a Motion seeking clarification and reconsideration of aspects of the *PAP Order* and the order approving Verizon MA's compliance filing. In this reply, Verizon MA first addresses AT&T's motions and then discusses Rhythm's motion.

## **II. STANDARD OF REVIEW**

Although the Department has solicited comments on the motions, AT&T correctly acknowledges in its motions that the Department's review of the issues relating to Verizon MA's Section 271 filing is not an adjudicatory proceeding and "that the Department may lawfully ignore" AT&T's motions (AT&T Motion at 2). Because this is a non-adjudicatory proceeding, the Department's standards for reconsideration and clarification would be the *minimum* standard that should be applied to change, alter or clarify the Department's decisions. However, those standards are instructive and can provide a useful context for evaluating the arguments contained in the motions.

The Department's standard for reviewing a motion for reconsideration is well established. Reconsideration of previously decided issues is granted only when extraordinary circumstances dictate that the Department take a fresh look at the record for